

Exhibit I

REDACTED VERSION OF
DOCUMENT SOUGHT TO BE
SEALED

Printed by: Ben Simon

Tags: Inbox

Date: Friday, October 5th 2018, 10:36:47 AM -07:00 PDT

Subject: Re: Your receipt from Apple.

From: Ben Simon via help@downdogapp.com <help@downdogapp.com>

To: [REDACTED]

Hi [REDACTED],

There's no way for me to refund the Apple charge, but I can refund the \$29.99 charge made through our website. Let me know if you'd like me to do that, as well as which email you'd like to use for your account going forward.

You can follow these instructions to cancel your subscription through Apple: <https://support.apple.com/en-us/HT202039>

Thanks,
Ben

On Fri, Oct 5, 2018 at 09:19 am, [REDACTED] wrote:

Hi Ben,

Thanks for your help!

I wrote to apple and they said that 'my purchase is NOT available for refund' .

Sooo could I get a refund for the purchase I made under my [REDACTED] account?

Thanks for your help with this!

[REDACTED]

On Oct 4, 2018, at 7:47 PM, Ben Simon <help@downdogapp.com> wrote:

Hi [REDACTED]

It looks like you accidentally created two accounts - one under this email and one with the [REDACTED] The Apple subscription was purchased while logged in with your hotmail account, and the promo was purchased with your @me.com account.

Unfortunately Apple gives us no way to manage or refund purchases made through them, so you'll have to contact Apple customer support to get a refund. I can also merge your two Down Dog accounts if you let me know which email address you prefer.

Thanks,
Ben

On Thu, Oct 4, 2018 at 11:40 am, [REDACTED] wrote:

hi

i got charged twice for renewing my subscription.

meaning you were running a 'pro-mo' to renew at \$30 (i think that was the price) so i renewed early ..

And then this morning i got the email that i had
been charged AGAIN.

please tell me how to resolve this!

i really love your app and use it almost daily !

thank u !!

[REDACTED]

Begin forwarded message:

From: Apple <no_reply@email.apple.com>
Date: October 3, 2018 at 20:47:42 EDT
To: [REDACTED]
Subject: Your receipt from Apple.



Receipt

<div>[REDACTED]</div>		<div>[REDACTED]</div>
DATE Oct 3, 2018		
ORDER ID MSGGZY30LQ	DOCUMENT NO. 186229828177	

App Store

PRICE



Down Dog, Pro Membership (Automatic Renewal)

Down Dog, Pro Membership (Automatic Renewal) (Yearly)

Renews Oct 3, 2019

\$49.99

[Report a Problem](#)

Subtotal **\$49.99**
Tax **\$4.12**

TOTAL

\$54.11

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